Carrier to Carrier Performance Standards and Reports October 2001 Verizon Virginia

CLEC Aggregate Performance
RESALE PROVISIONING - POTS / SPECIAL SERVICES

AS REPORTED

		October 2001						
Special Services - Provisioning		vz	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-6- Installation Quality								
PR-6-01-2200 % Installation Troubles reported within 30 Days	Parity with VZ Retail	0.83	0.00	3237	743		0.37	2.25
PR-6-03-2200 % Installation Troubles reported within 30 Days – FOK/TOK/CPE	No Standard	0.12	0.00	3237	743			
Special Services - Maintenance MR-2 - Trouble Report Rate	I							
MR-2-01-2200 Network Trouble Report Rate - Total	Parity with VZ Retail	0.21	0.15	234042	7807		0.05	1.00
MR-2-05-2200 % CPE/TOK/FOK Trouble Report Rate	No Standard	0.26	0.24	234042	7807			
MR-4 - Trouble Duration Intervals	•							
MR-4-01-2200 Mean Time To Repair – Total	Parity with VZ Retail	4.15	3.39	482	12	3.45	1.01	0.76
MR-4-02-2200 Mean Time to Repair - Loop Trouble - Specials	Parity with VZ Retail	5.30	4.15	239	4	3.73	1.88	
MR-4-04-2200 % Cleared (all troubles) within 24 Hours	Parity with VZ Retail	99.79	100.00	482	12		1.34	0.16
MR-4-06-2200 Out of Service > 4 hours - Specials MR-4-07-2200 Out of Service > 12 hours - Specials	Parity with VZ Retail Parity with VZ Retail	41.08 3.73	41.67	482 482	12 12		14.38 5.54	0.04
MR-4-08-2200 % Out of Service > 12 hours - Specials MR-4-08-2200 % Out of Service > 24 Hours - Specials	Parity with VZ Retail	0.21	0.00	482	12		1.34	0.67
MIN-4-00-2200 M Out of Service > 24 Hours - Specials	ranty with VZ Retail	0.21	0.00	462	12		1.34	0.10
MR-5 - Repeat Trouble Reports								
MR-5-01-2200 % Repeat Reports within 30 Days	Parity with VZ Retail	12.24	16.67	482	12		9.58	-0.46

AS SHOULD BE REPORTED								
					October	2001		
Special Services - Provisioning								
·		VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-6- Installation Quality								
PR-6-01-2200 % Installation Troubles reported within 30 Days	Parity with VZ Retail	0.83	0.00	3237	743		0.37	2.25
PR-6-03-2200 % Installation Troubles reported within 30 Days – FOK/TOK/CPE	No Standard	0.12	0.00	3237	743			
Special Services - Maintenance								
MR-2 - Trouble Report Rate		vz	CLEC Aggregate	vz	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
MR-2-01-2200 Network Trouble Report Rate – Total	Parity with VZ Retail	0.29	0.38	157784	5243		0.08	-1.14
MR-2-05-2200 CPE/TOK/FOK Trouble Report Rate	No Standard	0.23	0.36	157784	5243	+	0.00	-1.14
<u> </u>								
MR-4 - Trouble Duration Intervals			0.01	105		0.10	0.00	4.00
MR-4-01-2200 Mean Time To Repair – Total MR-4-02-2200 Mean Time to Repair - Loop Trouble - Specials	Parity with VZ Retail Parity with VZ Retail	4.17 5.39	3.31 3.74	465 227	20 11	3.49 3.79	0.80	1.08
MR-4-04-2200 Cleared (all troubles) within 24 Hours	Parity with VZ Retail	99.78	100.00	465	20	3.19	1.07	0.21
MR-4-06-2200 % Out of Service > 4 hours - Specials	Parity with VZ Retail	41.51	30.00	465	20	•	11.25	-1.02
MR-4-07-2200 % Out of Service > 12 hours - Specials	Parity with VZ Retail	3.87	0.00	465	20		4.40	0.88
MR-4-08-2200 % Out of Service > 24 Hours - Specials	Parity with VZ Retail	0.22	0.00	465	20		1.07	0.21
MR-5 - Repeat Trouble Reports								

Carrier to Carrier Performance Standards and Reports October 2001 Verizon Virginia

CLEC Aggregate Performance
UNE PROVISIONING - POTS / SPECIAL SERVICES

AS REPORTED

	October 2001							
Special Services - Provisioning								
PRO Installation Couling		VZ	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-6 - Installation Quality	1	0.00	0.00	0007	000		0.00	4.00
PR-6-01-3200 % Installation Troubles reported within 30 Days	Parity with VZ Retail	0.83	0.00	3237	226		0.63	1.33
PR-6-03-3200 % Installation Troubles reported within 30 Days – FOK/TOK/CPE	No Standard	0.12	0.00	3237	226			
MR-2 - Trouble Report Rate								
MR-2-01-3200 Network Trouble Report Rate	Parity with VZ Retail	0.21	1.41	234042	568		0.19	-6.32
MR-2-05-3200 % CPE/TOK/FOK/CC Trouble Report Rate	No Standard	0.21	0.88	234042	568	+	0.13	-0.52
WIN-2-03-3200 // OF EXPONENT ONCE TROUBLE REPORT NATE	NO Statidatu	0.20	0.00	204042	300			
MR-4 - Trouble Duration Intervals								
MR-4-01-3200 Mean Time To Repair – Total	Parity with VZ Retail	4.15	5.05	482	8	3.45	1.23	
MR-4-02-3200 Mean Time to Repair - Loop Trouble	Parity with VZ Retail	5.30	4.55	239	4	3.73	1.88	
MR-4-04-3200 % Cleared (all troubles) within 24 Hours	Parity with VZ Retail	99.79	100.00	482	8		1.63	
MR-4-06-3200 % Out of Service > 4 hours	Parity with VZ Retail	41.08	62.50	482	8		17.54	
MR-4-07-3200 % Out of Service > 12 hours	Parity with VZ Retail	3.73	0.00	482	8		6.76	
MR-4-08-3200 % Out of Service > 24 Hours	Parity with VZ Retail	0.21	0.00	482	8		1.63	
MR-5 - Repeat Trouble Reports	•							
MR-5-01-3200 % Repeat Reports within 30 Days	Parity with VZ Retail	12.24	0.00	482	8		11.68	

AC CHOILLD BE BEDORTED

AS SHOULD BE REPORTED								
					October	2001		
Special Services - Provisioning PR-6 - Installation Quality		vz	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
PR-6-01-3200 % Installation Troubles reported within 30 Days	Parity with VZ Retail	0.83	4.42	3237	226		0.63	-5.74
PR-6-03-3200 % Installation Troubles reported within 30 Days – FOK/TOK/CPE	No Standard	0.12	0.88	3237	226			
Special Services - Provisioning MR-2 - Trouble Report Rate		vz	CLEC Aggregate	VZ	CLEC Aggregate	Standard Deviation	Sampling Error	Z-Score
MIN 2 Trouble Report Nate								
MR-2-01-3200 Network Trouble Report Rate	Parity with VZ Retail	0.29	2.49	157784	1487		0.14	-15.58
	Parity with VZ Retail No Standard	0.29	2.49 2.42	157784 157784	1487 1487		0.14	-15.58
MR-2-01-3200 Network Trouble Report Rate							0.14	-15.58
MR-2-01-3200 Network Trouble Report Rate MR-2-05-3200 % CPE/TOK/FOK/CC Trouble Report Rate MR-4-01-3200 Mean Time To Repair – Total	No Standard Parity with VZ Retail	0.37 4.17	7.22	157784 465	1487 37	3.49	0.60	-5.10
MR-2-01-3200 Network Trouble Report Rate MR-2-05-3200 Well-Princk/FOK/CC Trouble Report Rate MR-4 - Trouble Duration Intervals MR-4-01-3200 Mean Time To Repair - Total MR-4-02-3200 Mean Time to Repair - Loop Trouble	No Standard Parity with VZ Retail Parity with VZ Retail	0.37 4.17 5.39	7.22 5.80	157784 465 227	37 16	3.49 3.79	0.60 0.98	-5.10 -0.42
MR-2-01-3200 Network Trouble Report Rate MR-2-05-3200 % CPE/TOK/FOK/CC Trouble Report Rate MR-4 - Trouble Duration Intervals MR-4-01-3200 Mean Time To Repair – Total MR-4-02-3200 Mean Time to Repair – Loop Trouble MR-4-04-3200 % Cleared (all troubles) within 24 Hours	No Standard Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	0.37 4.17 5.39 99.78	7.22 5.80 100.00	465 227 465	37 16 37		0.60 0.98 0.80	-5.10 -0.42 0.27
MR-2-01-3200 Network Trouble Report Rate MR-2-05-3200 Network Trouble Report Rate MR-2-05-3200 Network Trouble Duration Intervals MR-4-01-3200 Mean Time To Repair – Total MR-4-02-3200 Mean Time to Repair – Loop Trouble MR-4-04-3200 Network Trouble MR-4-04-3200 Network Trouble MR-4-06-3200 Network Trouble MR-4-06-3200 Network Trouble Network Trouble MR-4-06-3200 Network Trouble Netw	No Standard Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	0.37 4.17 5.39 99.78 41.51	7.22 5.80 100.00 72.97	465 227 465 465	37 16 37 37		0.60 0.98 0.80 8.42	-5.10 -0.42 0.27 -3.74
MR-2-01-3200 Network Trouble Report Rate MR-2-05-3200 % CPE/TOK/FC Trouble Report Rate MR-4-Trouble Duration Intervals MR-4-01-3200 Mean Time To Repair - Total MR-4-02-3200 Mean Time to Repair - Total MR-4-04-3200 Mean Time to Repair - Loop Trouble MR-4-04-3200 % Cleared (all troubles) within 24 Hours MR-4-06-3200 % Out of Service > 4 hours MR-4-07-3200 % Out of Service > 12 hours MR-4-07-	No Standard Parity with VZ Retail	0.37 4.17 5.39 99.78 41.51 3.87	7.22 5.80 100.00 72.97 21.62	465 227 465 465 465	37 16 37 37 37 37		0.60 0.98 0.80 8.42 3.29	-5.10 -0.42 0.27 -3.74 -5.39
MR-2-01-3200 Network Trouble Report Rate MR-2-05-3200 Network Trouble Report Rate MR-2-05-3200 Network Trouble Duration Intervals MR-4-01-3200 Mean Time to Repair – Total MR-4-02-3200 Mean Time to Repair - Loop Trouble MR-4-04-3200 Network Network MR-4-04-3200 Network Network	No Standard Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail Parity with VZ Retail	0.37 4.17 5.39 99.78 41.51	7.22 5.80 100.00 72.97	465 227 465 465	37 16 37 37		0.60 0.98 0.80 8.42	-5.10 -0.42 0.27 -3.74